TRAINING AND DEVELOPMENT OFFERINGS

TRAINING AND DEVELOPMENT OVERVIEW

Training and development are essential to an organization's efforts to attract, retain, and motivate its talent. Our leadership and development workshops are intended to not only provide employees with job-related competencies but also equip employees with the essential insights, knowledge and skills to directly improve effectiveness. More specifically, our programs delve into effective decision-making processes, team-building strategies, power and influence, altering behaviors, recasting mindsets, dealing with organizational change, personal negotiation styles, and investing in and managing relationships for greater impact.

TRAINING OFFERINGS

Emotional Intelligence (EI)

This emotional intelligence workshop emphasizes the practical application of EI concepts rather than just focusing on theory. Participants will learn and practice the EI skills that are the core of achieving personal awareness, connecting with others, managing stress, engaging healthy conflict and collaboration, and exhibiting resilience and optimism

Personal Branding

Everyone has a personal brand whether you choose to work on it or not - it exists. This personal brand workshop will expose participants to what a personal brand is, the benefits of developing a positive personal brand and how it works. Additionally, the workshop will allow participants to examine and assess their current personal brand and determine next steps.

Communicating for Impact

How we communicate with others is critical to our success in our workplaces. This workshop helps participants identify their dominant communication style and recognize other communication styles. The self-assessment allows participants to better understand how each of us can leverage our personal communication power.

Responding to Conflict - Successful Resolution Strategies

In this workshop, participants discover their emotional triggers and learn how to manage difficult encounters with diplomacy, tact, and credibility. Participants will learn how to manage disputes and disagreements in a positive manner, or even avoid them altogether. The workshop emphasizes skills to help critically evaluate conflict situations and then choose the appropriate strategies and tools to manage and/or resolve these conflicts. Participants develop self-awareness, analyze situations, and consciously select and use productive communication strategies.

Effectively Managing Teams in a Hybrid-World

We are all navigating the new normal of virtual, hybrid and in-person work arrangements however most are struggling to understand what that means and how to navigate this new normal. This training provides information, tools and techniques for leaders and managers to build, maintain and grow effective teams in a myriad of work arrangements.

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TRAINING OFFERINGS (*CONTINUED*)

Leadership and Management Skills for Supervisors
Participants will explore how to maintain technical expertise while demonstrating the right type of supervisory leadership. This workshop will provide the personal, interpersonal and group skills to be influential in one-on-one situations, facilitate group discussions and performance, as well as become a more effective leader. Participants will be equipped with supervisory tools and techniques designed to help them better plan, organize, communicate and monitor their responsibilities with greater ease.

New Supervisor - Skills for Success
This workshop is designed to ensure that supervisors have the requisite skills and knowledge to perform the fundamental duties of their job. Supervisors are provided with tips and techniques to enhance their effectiveness with setting-goals, demonstrating effective behaviors, decision-making, time management and communication. Participants will also learn strategies to motivate employees, delegate responsibilities and handle conflicts.

Goal Setting
The most effective leaders set effective self-direction and know that goal setting and action planning are essential to leadership. This workshop will allow participants to actualize their vision by creating short-term and long-term goals and results driven action plans.

Self-Awareness
This workshop will afford participants the opportunity to dive deeper in understanding their strengths as a leader and reveal their developmental opportunities. Participants will walk away with a clear view of their personal values, vision and mission.

Team Building
This workshop is designed to teach participants how to manage team dynamics in a manner that establishes a productive work environment, delivers high performance, and fosters creative ideas. Participants will learn how to break down communication barriers and silos and increase trust and productivity. Successful teams depend on communication, understanding, trust, and rapport.

Mastering the Art of Professional Presentations
Facilitating presentations is an art not a science. This workshop helps participants prepare and execute a well organized and designed presentation for all levels of audience. Topics include: Understanding your audience, structuring a powerful presentation, the use of engaging visuals and media and verbal and non-verbal communication techniques.

Networking and Relationships:
Achieving extraordinary personal and professional success
In this workshop, participants will learn the critical skill of networking and strategies for successful relationship building. We define a Network as a series of mutually beneficial relationships that form a powerfully effective and efficient tool for accomplishing extraordinary goals. The 'relationship building' aspect of networking is a long-term commitment to knowing more about yourself and others, and what you may be able to do together that you couldn't do alone.

Achieving Excellence in Customer Service
Achieving Excellence in Customer Care is a skill building and motivating workshop reinforcing the principles of customer service, communication skills, dealing with emotions, problem solving, maintaining motivation and emotional control. Participants will learn how increasing their level of emotional intelligence will make the job easier and less stressful. Participants will understand the business rationale and personal satisfaction of delivering outstanding customer service. They will also learn how to refine their dealings with internal customers and be alerted to process improvements which can enhance the care provided to customers.

Inclusive Interviewing
In today's diverse and rapidly evolving workplace, fostering inclusivity is not just a moral imperative but also a strategic advantage. The Inclusive Interviewing Workshop is designed to equip hiring managers, recruiters, and interviewers with the skills and knowledge necessary to conduct fair, unbiased, and effective interviews that attract and retain diverse talent.

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DIVERSITY, EQUITY AND INCLUSION (DEI) TRAINING OFFERINGS

DEI TRAINING OVERVIEW

It is imperative that organizations build a diverse and inclusive workplace where employees feel valued and comfortable being their authentic self. This thriving environment is not organically created but takes work on the part of leadership and staff, ongoing education and a sense of accountability and ownership by all employees to build and sustain a positive work environment. Enhancing self-awareness, increasing empathy and fostering a sense of inclusion are examples of the outcomes of a diverse and inclusive workplace.

DEI TRAINING OFFERINGS

Diversity and Inclusion – Beyond Race and Gender

This workshop will disclose and reveal what diversity truly is and why it is important, expose participants to diversity profile principles, raise self-awareness of each person's DQ (diversity quotient) and explore inclusion practices and policies. Additional topics covered include: power, privilege, equality vs equity.

Diversity and Inclusion: What is it/What it isn't

Laying the foundation for diversity and inclusion is important to ensure all employees have a consistent understanding of diversity beyond race and gender and begin to become more self-aware of their own diversity dimensions and profile and recognize and respect the diversity of others.

Leading in a Diverse World

Today's leaders must have an appreciation for valuing differences and highlighting diversity as they build and motivate high performing teams. This workshop helps leaders and staff identify the diversity profile of their team and create a strategy to expand the team diversity and inclusion strategy.

Working in a Diverse World

This workshop emphasis how employees can recognize and value the diversity of their colleagues, customer and clients and ensure they operate with a lens to inclusion and belonging of everyone.

Racism in America

This workshop features a video vignette highlighting the macro-economic and legal policies that have contributed to the current racial landscape. An after video debrief will allow attendees to discuss their reactions and better understand how policies, procedures and practices impact the treatment of others and fostering of a corporate culture

Unconscious Bias and Intersectionality

Participants will gain information, skills and tools to identify their unconscious biases and micro-aggressions and learn how to self-regulate and mitigate behavior to create an inclusive and harmonious workplace.

Microaggressions

This workshop focuses on providing participants the tools and insight to recognize when their actions are Microaggressions as well as the impact these actions have on workplace and customer relationships, career success and others.

TriZen

DEI TRAINING OFFERINGS (*CONTINUED*)

Allyship

How we show up and support each other is a key component in building a diverse, equitable and inclusive teams, departments and organizations. This training offers insight and information on when and how to become true allies for others and ourselves.

Privilege and Power

The realization that we all have varying forms of privilege and corresponding power is an important concept in creating an equitable and inclusive culture. This workshop will present thought-provoking scenarios that illustrate privilege and power followed by a group discussion.

Courageous Conversations

Having the difficult conversations about diversity, equity and inclusion topics is the only option to ensure understanding, empathy and self-awareness among employees. Creating a safe, comfortable and supportive space to encourage honest and open dialogue and an exchange of idea is critical to moving the needle on employee relations and team dynamics.